REQUEST FOR INFORMATION (RFI)
RFI Announcement # USSM – RFI - 003
Title: Software as a Service (SaaS) Capability RFI – Financial Management Solutions

1) **DISCLAIMER:**

   a) This announcement constitutes a Request for Information (RFI) for the purpose of determining market capability of sources and obtaining information. It does not constitute a Request for Proposals (RFP), a Request for Quote (RFQ) or an indication that the Government will contract for any of the items and/or services discussed in this notice. Any formal solicitation that may subsequently be issued will be announced separately through Federal Business Opportunities (FedBizOpps). Information on the specific topics of interest is provided in the following sections of this announcement. Neither Unified Shared Services Management (USSM) nor any other part of the Federal government will be responsible for any cost incurred by responders in furnishing this information.

2) **BACKGROUND:**

   a) The Federal Chief Financial Officers (CFO) Council is evaluating the supply of administrative shared services referenced in OMB memorandum M-16-11 and whether the government can better leverage commercial software as a service (SaaS) technology for financial management. The purpose of this RFI is to understand the existing SaaS solutions for financial management and to gain industry feedback on best practices and potential hurdles to implementing SaaS for financial management.

   b) In October 2015, the Office of Management and Budget (OMB) announced the formation of the Unified Shared Services Management (USSM) office within the General Services Administration (GSA) to enable the delivery of high-quality, high-value shared services that improve performance and efficiency throughout the federal government.

   c) USSM, in coordination with the CFO Council, is requesting information about SaaS financial management solutions that:

      1. Are offered by the software publisher who created and owns the source code and intellectual property that constitutes the solution.
      2. Support multiple tenants within a single instance and scales on-demand to accommodate between 30,000 and 2.5 million users.
      3. Allow the customer to pay for service at a rate that is generally steady or decreasing over use. Pricing does not change significantly upward, as scale should reduce per-customer costs.
      4. Does or can meet FedRAMP requirements.
      5. Automatically pushes upgrades, patches, and security updates to all SaaS customers (*e.g.*, customers cannot elect to stay on an older version of the solution).
      6. Have mobile-friendly user-interface options or follow a responsive design methodology.

7. Accommodate an inter-operable environment through the use of APIs, Service Oriented Architectures, Web and Microservices, or other data exchange technologies to improve integration capabilities.

3) SPECIFIC INFORMATION OF INTEREST:

USSM is requesting that industry provide information responding to the questions below. A narrative summary or specifically tailored demonstration/example is more valuable than marketing materials or generic website content.

a) Please describe any existing (currently in use by more than one Federal or Commercial customer) and/or planned (within the next 24 to 36 months) SaaS solution that would satisfy the Federal Financial Management System Requirements and Financial Management Use Cases.

b) Is the solution FedRamp authorized?[1] If so, describe the level of authorization for infrastructure, platform, and software. If not certified, please explain the plan to become FedRAMP authorized through the SaaS tier.

c) Please describe the current customers (Federal or Commercial) of the solution (number of transactions, how the solution is priced, specifically with delivery, integration, and configuration, etc).

d) What configuration options are available in the solution that would allow for customer "choice" and flexibility? Be specific to financial management processing only (accounts payable, accounts receivable, general ledger, reporting, budget execution/funds control). What areas would not allow for customer choice and flexibility?

e) What financial management business rules and business processes in government would you recommend be standardized to eliminate customization and better enable the use of the SaaS solution?

f) What level of detail is required to accommodate data exchanges between the solution and the government? How will the necessary information be obtained from the government? Please provide an example of a recommended best practice format for documenting data exchanges to the core FM solution (i.e., payroll, asset management, grants, procurement).

g) What is your approach to implementing SaaS customers and what variations may exist for your approach versus the traditional approach to buying, installing, and customizing COTS

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[1] The Federal Risk and Authorization Management Program, or FedRAMP, is a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services. This approach uses a "do once, use many times" framework that saves an estimated 30-40% of government costs, as well as both time and staff required to conduct redundant agency security assessments. FedRAMP is the result of close collaboration with cybersecurity and cloud experts from the General Services Administration (GSA), National Institute of Standards and Technology (NIST), Department of Homeland Security (DHS), Department of Defense (DOD), National Security Agency (NSA), Office of Management and Budget (OMB), the Federal Chief Information Officer (CIO) Council and its working groups, as well as private industry. *See* https://www.fedramp.gov.

software?

    i)   How do you ensure the quality of the third parties for implementation support? (eg. certifications)

h) Please provide examples of your standard commercial SaaS solutions service level agreement metrics (Note: not included within 15 page limitation).

i) What financial business rules, if not standardized, would drive the cost of the solution and the time of the implementation up or down (i.e. timing to obligate travel authorization, invoice matching, etc.)?

j) What is your commercial pricing for this type of solution? Please complete the attached benchmark matrix. Services can be bundled for pricing or a single price can be submitted. In place of the matrix, additional pricing models may be submitted using the other tabs on the excel document that contains the benchmark matrix (Note: not included in the 15 page limitation).

4) SUBMISSION INSTRUCTIONS and FORMATTING REQUIREMENTS

a) RFI Questions and Communication Logistics

Questions related to the RFI process and/or requirements must be made in writing and directed to USSM via email at ussmteam@gsa.gov no later than October 6, 2017 by 5:00pm EST. Please insert "USSM/FIT SaaS FM RFI Question" in the subject line of the email.

b) Response Submission

Responders to this RFI must provide the following information as part of the RFI response submission:

Vendor name; point(s) of contact, address, telephone number, and email address; and Data Universal Numbering System (DUNS) number and any socio-economic status claimed by the vendor.

Submissions may include narrative and non-narrative elements, such as video, diagrams, and software downloads. The following outlines how these should be formatted and submitted:

i) Narrative portions of submissions are limited to 8.5 x 11 inches, with 1-inch margins, printable, and must be submitted using the ".docx" or ".pdf" file format and are limited to a maximum of fifteen (15) pages. This does not include the pricing matrix requested in Section 3, Part j.

ii) Narrative portions of submissions should be emailed as an attachment to ussmteam@gsa.gov no later than November 10, 2017 by 5:00pm EST; the subject line shall read "OCFO/USSM SaaS FM RFI Response".

iii) Non-Narrative portions of submissions should be hosted for a period of at least 90 days from November 10, 2017 on a website managed by the vendor. Any URL(s) and login credentials, as needed, should be provided in the body of the email submission and in the cover letter.

iv) Submissions that require any form of additional authorization for access (e.g., downloadable software pushed by agency OCIO, sandbox environments, and demonstration sites) should accommodate access for a minimum of 20 users.

v) Attachment 1: FM Market Research Pricing Attachment.xlsx. The USSM is requesting that respondents complete and submit the attached spreadsheet according to the instructions included within the spreadsheet. The only pricing information being requested will exist in the accompanying benchmark pricing matrix or the alternate pricing model referenced in Section 3, Part j. Any additional pricing information received will be deleted and destroyed.

c) A suggested submission organization:

i) Cover Sheet – RFI number and name, address, company, technical point of contact, with printed name, title, email address and date. Not included in the narrative 15 page max
ii) A narrative response no longer than 15 pages.
iii) Attachment 1: FM Market Research Pricing Attachment.xlsx   Benchmarking pricing matrix (not included in the 15 page narrative)
iv) Service level agreements metrics (not included in the 15 page narrative)